

FIGURE 2

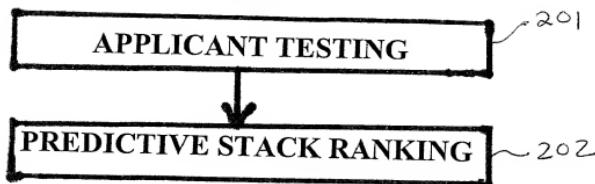


FIGURE 3

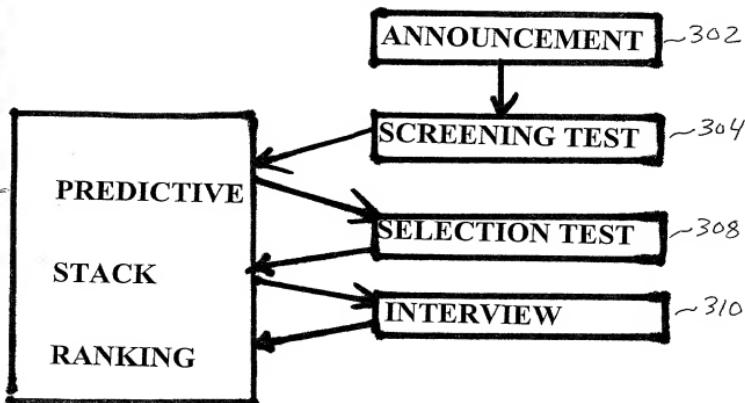
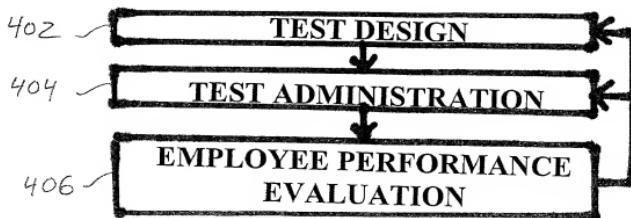
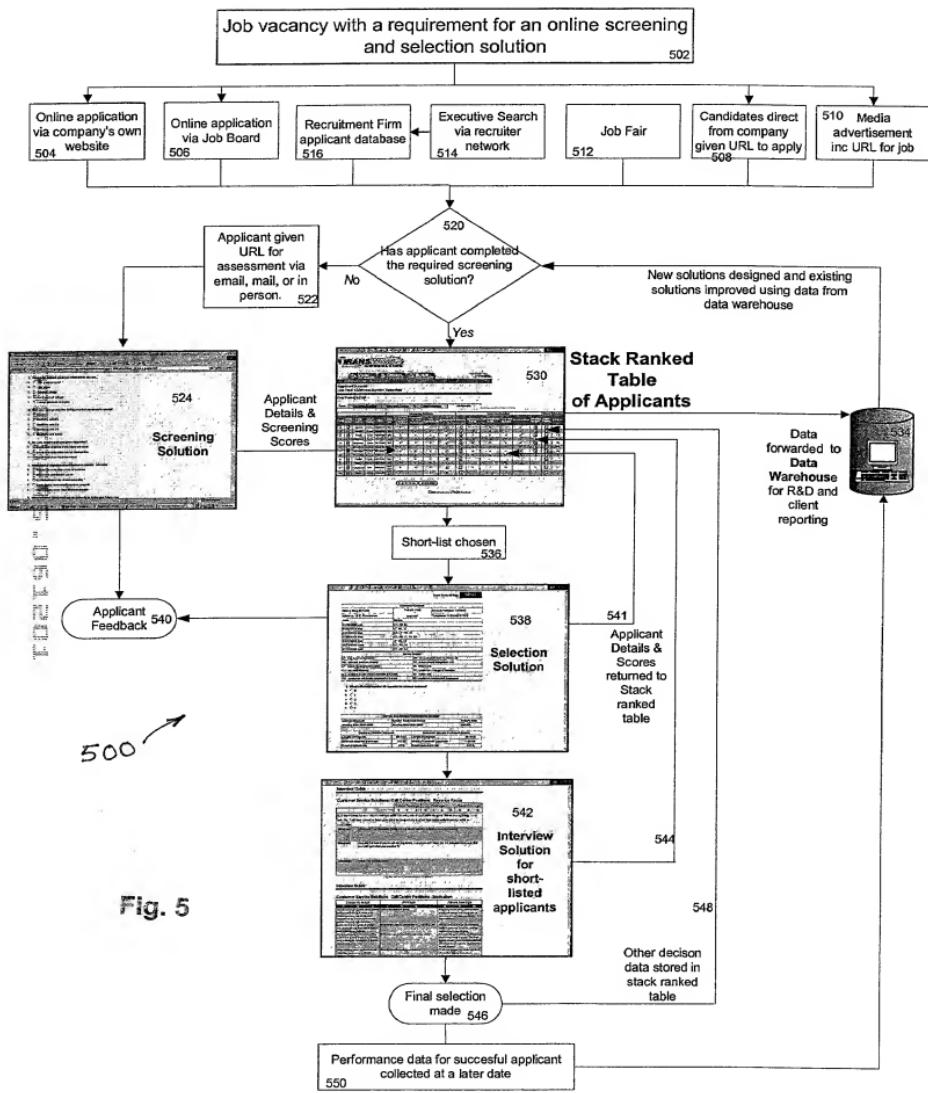


FIGURE 4





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Sheet 4 of 9

1. What is the highest grade you FINISHED in school?

- 11th grade or lower
- 12th grade
- 1 year of college
- 2 or 3 years of college
- College graduate or higher

2. What were your grades like during your last two years in school?

- Mostly A's
- Mostly A's and B's
- Mostly B's and C's
- Mostly C's and D's
- Mostly D's and below

3. On a job, which would you generally prefer?

- I work best when my instructions are clear
- I work best when there are no interruptions
- I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

- Refuses to work a fair share of overtime
- skips work and doesn't call in
- is a few minutes late almost every day
- Takes home some small company property
- Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

Done

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Fig. 6

Fig. 7

Customer Contact	
Name: Mary Q Public	Today's Date
Address: 19 E. Pine Avenue	5/8/2001
Date:	Memo
01/20/2000 Jan	CO, AB, B2
02/20/2000 Mar	LT, AR, 45
03/17/2000 Mar	CO, LY, PD, 93
04/05/2000 May	CO, AB, LY, 76, B3
05/22/2000 Mar	LT, AR, 45
06/19/2000 June	CO, PD, 82
07/27/2000 July	CO, AB, CA
Memo Codes	
LY: late payment dispute	ART: account past due courtesy call
AB: account balance inquiry	28: unanswered telephone call
LT: late fee payment notice	49: telephone
CA: account closing	76: customer change of address
PD: customer will make payment in 5 days	82: sales call

1. What is the total number of requests for account balance?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

Retail Customer Promotions Inquiry			
Retailer Discount	Retailer Cash-Back Bonus	Today's Date	
Starting Date: 05/01/2005	Starting Date: 05/01/2006	05/06/05	
Terms for Retailer Discount	Terms for Retailer Cash-Back Bonus		
Length of program	60 days	Length of program	60 days
Minimum required purchase	200.00	Minimum required purchase	130.00
Retail discount rate	.05%	Retail cash-back rate	.025%

802

~800

804

Fig. 8

Customer Service Solutions: Call Center Positions - Revenue Focus											
	Below Average			Average				Above Average			
(Circle One)	1	2	3	4	5	6	7	8	9	10	
1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give and take relationship with a customer?	910										
2. Situation: What was the situation? Who did the client want to buy something from?	902										
3. Behavior: How did the two of you reach an equitable compromise? How did the situation turn out? What did you both get that you wanted?	904										
4. Outcome: What was the outcome?	906										
	908										

245

902

### Interview Guide:

Fig. 9

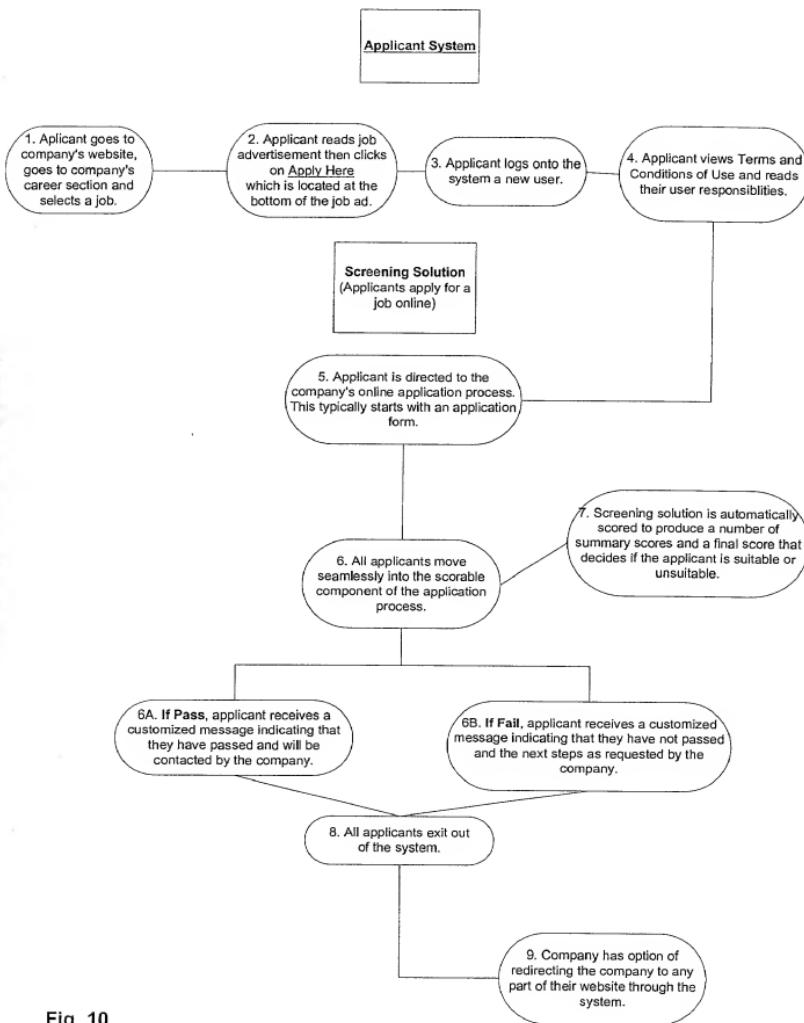


Fig. 10

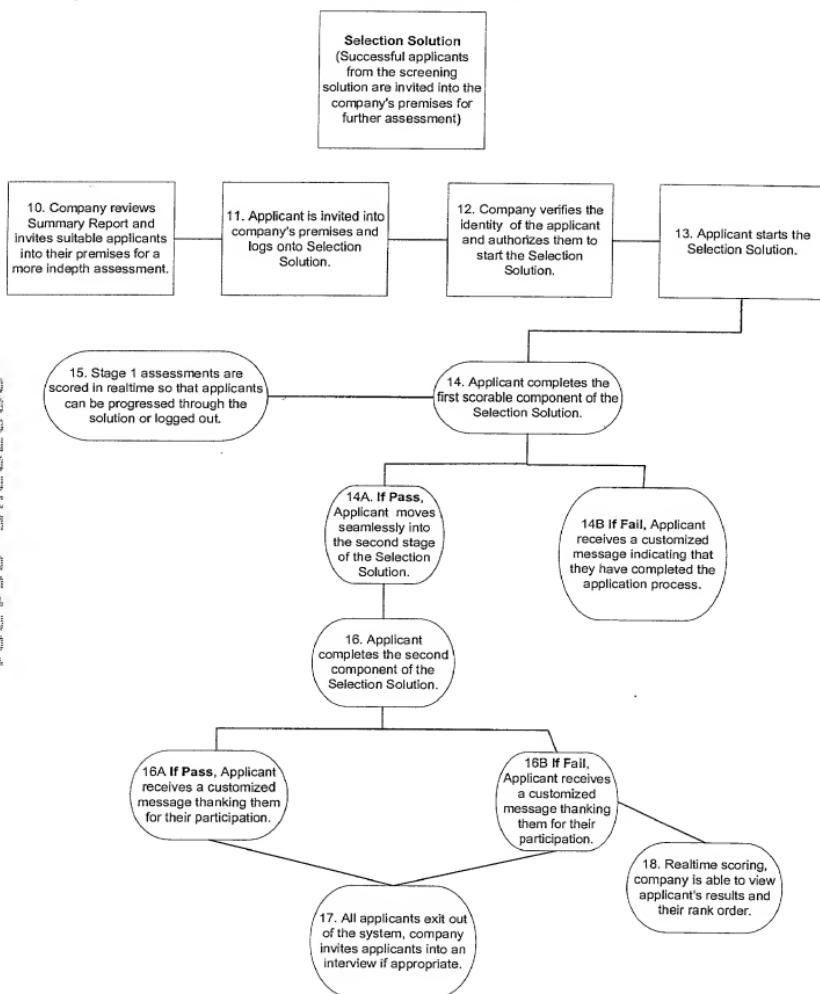
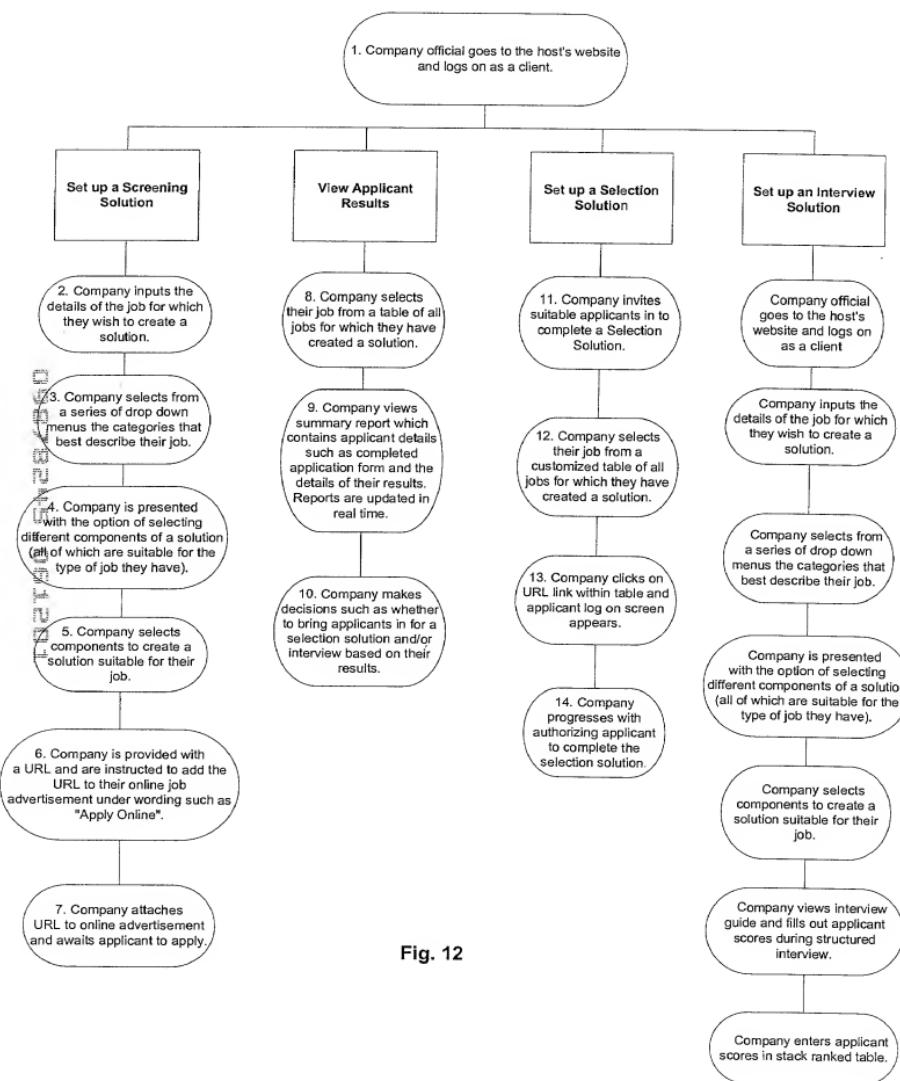


Fig. 11



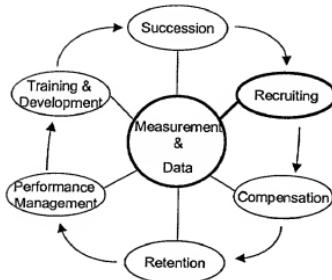


Fig. 13

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